

# Exhibit

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----- Forwarded Message ----- From: Neal Opalka [nopalka@starbucks.com](mailto:nopalka@starbucks.com) To: [jillavptermite@aol.com](mailto:jillavptermite@aol.com) Date: Friday, 07 July 2017, 09:40AM -05:00 Subject: RE: RE: RE: RE: No Pest Strips

No

Best,

Neal



Neal Opalka  
facilities services manager | Global Store Development  
NYC Metro Facilities  
Starbucks Coffee Company

7 Penn Plaza  
370 Seventh Avenue, Suite 1510  
New York, NY 10001  
646-438-0142 (mobile)

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**From:** [jillavptermite@aol.com](mailto:jillavptermite@aol.com) [mailto:[jillavptermite@aol.com](mailto:jillavptermite@aol.com)]  
**Sent:** Friday, July 7, 2017 10:39 AM  
**To:** Neal Opalka <[nopalka@starbucks.com](mailto:nopalka@starbucks.com)>  
**Subject:** Re: RE: RE: No Pest Strips

Hi - The service mgr didn't report any activity  
Has store reported any?

--  
Jill Shwiner  
AVP Termite & Pest Control of NY  
4313 Arthur Kill Road, S.I. NY  
(O) 718-967-9800  
(C) 732-740-1037

Friday, 07 July 2017, 10:25AM -04:00 from Neal Opalka [nopalka@starbucks.com](mailto:nopalka@starbucks.com):

Hi Jill,

Any update on this store from last nights visit?

Best,

Neal



Neal Opalka  
facilities services manager | Global Store  
Development  
NYC Metro Facilities  
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370 Seventh Avenue, Suite 1510  
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**From:** [jillavptermite@aol.com](mailto:jillavptermite@aol.com) [mailto:[jillavptermite@aol.com](mailto:jillavptermite@aol.com)]  
**Sent:** Wednesday, July 5, 2017 10:31 PM  
**To:** Neal Opalka <[nopalka@starbucks.com](mailto:nopalka@starbucks.com)>  
**Subject:** Re: RE: No Pest Strips

Thank you so much for helping me get the info out. Please tell Leif thanks you also.

Attached is report for housekeeping issues - tech is at store now and the area I mention in report is much worse and tiles are falling off.

--

Jill Shwiner  
AVP Termite & Pest Control of NY  
4313 Arthur Kill Road, S.I. NY  
(O) 718-967-9800  
(C) 732-740-1037

Wednesday, 05 July 2017, 05:10PM -04:00 from Neal Opalka  
[nopalka@starbucks.com](mailto:nopalka@starbucks.com):

Thanks Jill!

Just to follow up. This is what the DM is seeing and will have them removed ASAP. He is reaching out to his DM counterparts with the info as well. I forwarded to the FSM team so they are aware as we have new folks.

Best,

Neal



Neal Opalka

facilities services manager I Global Store  
Development

NYC Metro Facilities

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7 Penn Plaza

370 Seventh Avenue, Suite 1510

New York, NY 10001

646-438-0142 (mobile)

**From:** Jill Shwiner [<mailto:jillavptermite@aol.com>]  
**Sent:** Wednesday, July 5, 2017 4:58 PM  
**To:** Neal Opalka <[nopalka@starbucks.com](mailto:nopalka@starbucks.com)>

**Subject: No Pest Strips**

Attached is copy a label for No Pest Strip/DDVP AKA Dichlorvos. I highlighted warning/misuse labels.

This is a link to a very good article on how bad dichlorvos is -  
<https://www.wired.com/2014/01/cdc-warning-misuse-pest-strips/>

**Jill Shwiner**

AVP Termite & Pest Control of NY, Inc.

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